

ATTACHMENT 9

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1 through that mechanism?
 2 A. (Nogay) A BFR for a particular
 3 facilities?
 4 (White) They can order special access.
 5 Q. That's the only option?
 6 A. No, that's not the only option. They can
 7 go to someone else who has facilities. We're not the
 8 only facilities provider.
 9 Q. Okay
 10 (There was a pause in the proceedings.)
 11 MR. MUELLER: I think I have about five
 12 or ten minutes.
 13 HEARING EXAMINER: Okay.
 14 BY MR. MUELLER: (Continuing)
 15 Q. I'll direct your attention next to page
 16 77 of the declaration.
 17 Paragraph 192 reads that Verizon Virginia
 18 has provided over a thousand unbundled high-capacity
 19 loops as of the end of 2001, and we've seen something
 20 of the order activity of Cavalier last year through
 21 this spring, but does anyone on the panel have an idea
 22 of how many of the thousand unbundled high-capacity
 23 loops were provided prior to the industry letter in
 24 your attachment 210?
 25 A. (Nogay) No, I wouldn't know that

1 offhand, no.
 2 Q. Okay. Would it be fair to say that most
 3 of the thousand loops were provided before that letter
 4 went out, before practices were tightened up and
 5 training was implemented?
 6 A. Currently we're probably doing a hundred
 7 to two hundred HICAP loops a month. That's the
 8 current rate of installation.
 9 Q. You're provisioning facilities for that
 10 number in Virginia?
 11 A. Yes, UNE, yes.
 12 Q. Do you have an idea how many are being
 13 turned back for no facilities?
 14 A. Like a gross number? No.
 15 Q. Well, I'm saying, if you have -- if you
 16 know that you have two hundred loops that you are
 17 provisioning facilities, do you know how many didn't
 18 get provisions and had to be turned back? You know,
 19 was it more than two hundred?
 20 A. We've looked at it in similar studies,
 21 and it can range anywhere from 10 to 30 percent,
 22 maybe, of the incoming demand.
 23 Q. Okay. That's 10 to 30 percent of the
 24 orders are turned back for no facilities?
 25 A. Correct.

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1 Q. Was that number lower before the letter
 2 went out in attachment 210 last summer?
 3 A. I'm sure it was, because the policy
 4 wasn't even being enforced as well as it should have
 5 been.
 6 Q. Okay. Fair enough.
 7 If you'd turn to page 78, please,
 8 paragraph 196. The panel states, "High-capacity loop
 9 volume over November 2001 through January 2002 have
 10 been very low."
 11 Would that be because of enforcement of
 12 your policy and the training that was accomplished
 13 through flashes like the exhibit?
 14 A. Well, I think "low" can be a relative
 15 term. HICAP loops are low in every state relative to
 16 unbundled analog loops or DSL loops, for instance. I
 17 mean, it's low relative to the other types of loops
 18 that we do.
 19 Q. So, you're saying this "low" doesn't mean
 20 historically low; it's low compared to our services?
 21 A. Correct, and that trend holds true in
 22 every state.
 23 Q. So, you're saying volumes have been very
 24 low compared to volumes of what other services?
 25 A. Of what other services?

1 Q. Yes.
 2 A. Hot cuts, analog, new loops, DSL loops,
 3 those kinds of things.
 4 Q. Okay. If you'd turn to your reply
 5 declaration, please, at page 55, paragraph 123, the
 6 first two sentences, "For new loops Verizon facility
 7 assignment systems look to assign copper or UDLC to a
 8 new unbundled loop just like a hot cut. If a suitable
 9 facility cannot be assigned automatically, the order
 10 will fall out for manual review by assignment
 11 personnel and/or an outside plant engineer. Every
 12 attempt is made to find a compatible facility, even to
 13 the extent of doing an LST on a nearby Verizon
 14 end-user to free up a copper pair for the new
 15 unbundled CLEC service."
 16 Does that apply to DSL UNE loops, that
 17 statement?
 18 A. It's not necessarily an applicable
 19 process.
 20 If we're going to assign the DSL loop,
 21 assuming that we have the common equipment in the
 22 central office and we're going to assign it on copper,
 23 we look for a copper -- a spare copper pair, and we
 24 would do a line and station transfer to free up a
 25 facility, if need be, at the end-users's location, but

ATTACHMENT 10

Accessible



“(BUSINESS PROCESSES) Unbundled Network Element Facility Modification & Construction Policy Update – Illinois, Indiana, Michigan, Ohio, Wisconsin”

Date: October 27, 2000

Number: **CLECAM00-153**

Contact: SBC/Ameritech Account Manager

Effective November 27, 2000, SBC/Ameritech will implement the changes to the Unbundled Network Element Facility Modification & Construction Policy that were discussed at the CLEC User Forum and state collaborative meetings¹. (This policy's primary focus at this time is to address unbundled loops.)

Summaries of the changes are:

- Timeframe for providing notifications has been changed from 2 and 3 days to 48 and 72 hours. Note: Initial notification will be provided within 24 business hours of FOC by April 1, 2001
- The New Build Section was augmented to provide clarification
- IDLC was included in the FMOD notification process. The Policy was clarified to state that all other alternatives to provision facilities would be exhausted before any construction work is considered. A target interval for IDLC quotes of 15-21 days was established, with a required interval of 30 days.
- This explanation includes the targeted quote interval of 15 to 21 days from date of request, with an interval of 30 days
- The Facility Modification Communication Process was updated to better describe the process flow with notifications and to reflect the timeframe changes as noted above. Additionally, this section was modified to include specific reference to the notification forms, the notations/instructions on

¹ This new policy is still before various state commissions in pending proceedings and may need to be revised at a later date. Nonetheless, SBC/Ameritech are providing these improvements now rather than waiting for the proceedings to end.

these forms and all new forms. Note: The forms format has been redesigned based on CLEC input (See attachments for specific information.)

- The interval for CLECs to respond to notifications has been increased based on CLEC requests
- Ameritech will implement e-mail notification of all notification forms by November 15, 2000. (Please see below for additional information.)
- A telephone number to the Local Service Center (LSC) was added for questions on the notification forms
- Non-Typical Residential scenarios along with a copy of the quote form were added for clarification
- Performance measurements are under development and will be implemented in the 1st Quarter of 2001

To facilitate the change from manual fax notification of order status to e-mail notification, each CLEC may provide a list of e-mail address (es) that are to receive the notification forms. Each CLEC will be responsible for the accuracy of its distribution list, as well as, the distribution of the notifications to their proper service center. However, updates to the list may only be submitted quarterly. The initial information should be sent to the Account Management Team, no later than Friday, November 10. Future updates to the e-mail distribution lists should also be forwarded through your Ameritech Account Management Team.

Please refer your questions to your SBC/Ameritech Account Management Team.

Attachments

Unbundled Network Element Facility Modification & Construction Policy

The following UNE Facilities Modification and Construction Policy will replace existing UNE Special Construction Policies being used in

Illinois, Indiana, Michigan, Ohio, Wisconsin

This policy will apply except to the extent that there are existing obligations that are inconsistent with the new policy

- Statutory – Laws that may govern the modification of facilities
- Regulatory – Tariffs and or Public Service Commission orders
- Contractual – CLEC contract agreements

Objectives of Facilities Modification Policy

- To ensure no discrimination between retail and wholesale customers
- Significantly reduce the number of canceled CLEC UNE orders due "no facilities available"
- Improve ability to communicate with CLECs concerning no facilities situations and intervals to provision UNEs
- Use existing processes as much as possible
- Improve customer service where possible
- New policy is not intended to fix all existing order, provisioning and maintenance issues

SBC/AMERITECH will make modifications and engage in construction to provision UNEs according to the following categories.

1. Simple Modifications of facilities

Represents an effort above and beyond routine activities to provision a UNE

Examples:

- Line and Station Transfer (LST)
- Clear Defective Pair (CDP)/ Defective Pair Recovery (DPRO)
- Install plugs/cards (where repeater cases are in-place)
- Wire out of limits (WOL)
- Break connect through (BCT0)
- Install Universal Digital Carrier (UDC)
- Install PairGain Plus (Unbundled ISDN only)

1 Complex Facilities Modification

Modification of existing facilities that requires

- Design engineering
- Equipment ordering, delivery, and installation

Examples:

- Conditioning for ISDN and xDSL compatible loops
- Reroute of facilities (requires engineering and physical work in field to provision order)
- Addition of electronics to provide additional capacity over an existing facility to provision a UNE element (requires engineering, ordering and physical installation of new equipment, and possible rerouting of existing retail services)
- Where existing physical facilities are in place to provide telecommunications services, but are not available in a sufficient amount to provision an unbundled loop.

As described in more detail below, SBC/Ameritech will provide applicable notifications to the CLEC within 48 and 72 business hours of the firm order confirmation, except the initial notification will be provided within 24 business hours of the firm order confirmation on or before April 1, 2001.

1. Integrated Digital Loop Carrier (IDLC)/Remote Switching Units(RSU)

CLECs are notified through the IDLC/RSU Notification process when the requested service is provisioned through IDLC or RSU and no spare physical loops are available. This notification is provided only when all other alternatives to provision the requested UNE have been exhausted. These alternatives include looking for spare cooper facilities and making simple facility modifications. In addition, complex modifications will be pursued in an effort to provision the order. Examples of complex facility modifications that are attempted before a CLEC is notified of an IDLC/RSU situation are listed under the Associated Charges for Facility Modification by UNE section of this Policy.

In IDLC/RSU situations where no other facility modifications can be made, construction work is required to provide the requested facilities. The work will be done at an additional charge to the CLEC, upon CLEC authorization. As an alternative, Ameritech offers unbundled sub-loops consistent with existing regulations.

SBC/Ameritech will develop a quote for the necessary construction work and will provide that quote to the CLEC within a target of 15 to 21 days or a request but no later than 30 days of CLEC authorization to proceed with the quote process.

2. New Build

The New Build process in this policy is designed to address only those situations where there is no telecommunications system in place. Construction of a new telecommunications system to a physical location is required because there are **no existing physical facilities in place or planned to be in place** to provide telecommunications services to SBC/Ameritech retail or wholesale services.

Orders for Unbundled Network Elements (UNEs) where no facilities exist because of "New Build " situations will be sent back to the CLEC with a notice requesting the CLEC order services to the new location utilizing the current retail construction policies relating to new buildings, business, and residential developments

"Greenfield" situation examples:

- New building or buildings
- New business or residential development

Construction of a new building -- No telecommunications systems exist to the new building location

Therefore,

- The "Existing Facilities Modification Policy" does not apply
- The building developer (CLEC can be considered developer) or owner negotiates with SBC/Ameritech retail division to have network telecommunications systems brought into the new building
- Once telecommunications facilities into the building are available for service, CLECs can issue orders for UNEs to the new building

Construction of a new business development -- No telecommunications systems exist

Therefore,

- The "Existing Facilities Modification Policy" does not apply
- The building developer (CLEC can be considered developer) or owner negotiates with SBC/Ameritech retail division to have network telecommunications systems brought into the new business development
- Once telecommunications facilities into the development are available for service, CLECs can issue orders for UNEs to the new building development

Associated charges for facility modifications by UNE:

The following table identifies when charges will or will not apply as a result of the Facility Modification Policy:

| Service | Simple Modification | Complex Modification |
|--|---------------------|---|
| Voice Grade | No Separate Charge | No Separate Charge |
| ISDN, DSL, & DS-1 Loops | No Separate Charge | Conditioning Charges Only |
| Non-Typical Residential ² | No Separate Charge | Conditioning and other Complex Modification Charges may apply |
| DS-3/OCN Loops and Entrance Facilities | No Separate Charge | Complex Modification Charges may apply ³ |
| Interoffice Facilities | No Separate Charge | Complex Modification Charges may apply ⁴ |

Charges in IDLC/RSU Situations: In IDLC /RSU situations where no other facility modifications can be made, construction work is required to provide the requested facilities. The work will be done at an additional charge to the CLEC, upon CLEC authorization.

Conditioning Includes:

- Detaching a Loop from Bridge Taps, Loads, and Low Pass Filters
- Addition or Removal of Repeaters

Other Complex Modifications Include:

- Placing or Rearranging Cable
- Removal of Multiples (Half Taps)
- Placing Terminal or Apparatus Case
- Activating Pairs at Existing Terminal
- Placing Pair Gain Device
- Expanding Existing Electronics
- Modification of Underground or Buried Facilities

² Non-Typical Residential service is a request for 6+ voice grade, DSL, or ISDN loops or a request for data, i.e. DS-3, DS-1, 64K, 56K or ISDN-PRI in a residential area.

³ This work may include the installation of new electronics to expand capacity.

⁴ This work may include the installation of new electronics to expand capacity.

Policy Guidelines

- Where any additional equipment, media or other facility must be added, SBC/AMERITECH will select the medium, equipment and facility.
- Where this policy indicates there is no separate charge, SBC/AMERITECH reserves the right to review its cost studies and prices and seek recovery through revisions to its recurring prices for any costs not included in those prices.
- SBC/AMERITECH believes Simple and Complex Modification and New Build work goes beyond our obligation under the law. However, SBC/AMERITECH currently plans to implement this policy.
- All changes to this policy will follow existing change management procedures consistent with current practice utilizing the CLEC User Forum.
- This new policy is still before various state commissions in pending proceedings and may need to be revised at a later date. Nonetheless, SBC/Ameritech are providing these improvements now rather than waiting for the proceedings to end.

Performance Measures

New performance measures that relate to this policy have been developed and will be put in place with February 2001 data.

Facilities Modification Telecommunications Process

The following is an overview of the telecommunications process that will take place between a Competitive Local Exchange Carrier and SBC/Ameritech under the new UNE Facilities Modification Policy effective 11/27/00. (Process flow charts, detailed process descriptions and Forms A -E are attached.)

The overall goal of the telecommunications process guidelines:

- Establish clear, concise, and timely notifications of UNE order status to CLEC and SBC/Ameritech organizations working to provision UNE orders

| | |
|--|--|
| 1. CLEC issues order for an Unbundled Network Element (UNE) to SBC/Ameritech Local Service Center (LSC) <ul style="list-style-type: none">• LSC issues service order through company systems to Network Services• LSC sends a Firm Order Confirmation (FOC) concerning the CLEC UNE Loop order | <u>FOC is issued by LSC consistent with existing FOC intervals</u> |
| 2. Network Operations begins UNE order provisioning | <u>Evaluations begins</u> |

| | |
|---|---|
| <p>processes</p> <ul style="list-style-type: none"> • Network operations provisioning processes evaluate the availability of facilities • Voice Grade and Digital Loop provisioning processes • Digital Unbundled Transport provisioning processes • Network operations evaluation finds that a "No Facilities Available" situation exists | <p><u>after initial FOC</u></p> |
| <p>1. If a potential "no facilities" situation is determined:</p> <ul style="list-style-type: none"> • LSC sends <u>Facility Modification Delay Notification</u>⁴ (Form A) containing the following message: <p><i>This notification is alerting you of a potential delay occurring for the above order(s). The order(s) may require work beyond Simple Modifications. More specific details will be provided within 72 business hours.</i></p> <p>Delay Notification <u>does not</u> contain a due date</p> | <p>Target time to deliver <u>Facility Modification Delay Notification</u> is 48 business hours⁵ from initial FOC</p> |
| <p>1. If facilities can be made available through a simple modification, which was determined after the CLEC received Form A, CLEC will be notified through a <u>Facility Update Notification</u> (Form D)</p> | <p><u>Target time to deliver Facility Update</u> is day prior to due date</p> |
| <p>2. Network operations determines complex modification classification or that construction is needed to provision UNE</p> <p>Network operations sends notification of whether the facility work required is Complex, IDLC served, or New Build to the LSC. LSC forwards the appropriate notification to the CLEC <u>Complex Facility Modification Notification</u> (Form B), <u>IDLC/RSU Notification</u> (Form C), or <u>New Build Notification</u> (Form E).</p> <p>Exception: If the service requested is a Non-Typical Residential service, the request will be forwarded to the SBC/Ameritech Customer Growth Group (CGG) for processing. The SBC/Ameritech CGG will contact the CLEC regarding the Non-</p> | |

⁴ Currently all Forms A-E are sent via fax. SBC/Ameritech will be able to send these forms via email no later than November 15, 2000. SBC/Ameritech is currently unable to send these forms via EDI and does not have a date by which we will be able to do so.

⁵ Business hours are defined, for purposes of this policy, as continuous hours starting Monday 8:00am CST and ending Friday 5:00pm CST, excluding holidays. This will be provided within 24 hours of FOC by April 1, 2001

Typical Residential request, instead of the LSC and will provide a form⁶ that will describe the additional work required and the associated charges.

Complex Facility Modification Notification, Form B contains:

1. Complex Modifications at No Charge Service

In this case SBC/Ameritech will have determined that the Service Order does not have available facilities but facilities will be made available at no cost to the customer. SBC/Ameritech will proceed with the modifications to be completed on the following due date _____ unless notified to cancel the order.

2. Complex Modifications that will have charges associated with the modifications:

In this case SBC/Ameritech will have determined that the Service Order does not have available facilities. However, there will be a charge to complete the Complex Modification. SBC/Ameritech will modify current facilities to provision the CLECS order once the CLEC agrees to the identified charges.

Message will also contain a request to CLEC to confirm receipt of message by either accepting or rejecting the terms of the offer.

Integrated Digital Loop Carrier (IDLC) and Remote Switching Unit (RSU) Notification, Form C contains:

SBC/Ameritech is sending this form as formal notification that there are no spare physical loops to provision the requested service order.

In order to proceed with this request, construction work is required to provide the necessary facilities. This

Target time to deliver Complex Facility Modification Notification is within 72 business hours of Facility Modification Delay Notification

CLEC accept/reject response required in 10 business days⁷

Target time to deliver Integrated Digital Loop Carrier (IDLC) and Remote Switching Unit (RSU) Notification is within 72 business

⁶ Inclusion of the AM 40881 in the attachments has been included in the policy based on CLECs requests

⁷ The interval for CLECs to respond to notifications has been increased based on CLECs requests

| | |
|--|---|
| <p><i>construction work can be completed at additional cost. SBC/Ameritech will provide a quote of what the additional charges will be within 30 days of receipt of this authorization.</i></p> <p>The Service Order will be held open pending receipt of the signed Form C requesting a quote for the work.</p> <p><u>New Build Notification, Form E contains:</u></p> <p><i>SBC/Ameritech has determined that Service Order ##### does not have existing facilities. SBC/AMERITECH/Ameritech is offering to work with you to determine how to provision your order. Please contact your local account team to discuss possible solutions.</i></p> <p>This Service Order will be cancelled.</p> <p>If there is an existing planned project to build facilities in the area, the expected completion date will be included on this Form E</p> | <p>hours of <u>Facility Modification Delay Notification</u></p> <p>: <u>IDLC/RSU quotes are targeted for 15 to 21 days of request, but no later than 30 days of request</u></p> <p><u>CLEC required to respond within 10 business days</u></p> <p>Target time to deliver <u>New Build Notification</u> is within 72 business hours of <u>Facility Modification Delay Notification</u></p> |
| <p>3. CLEC evaluates Facilities Modification Required Message and sends Facilities Modification Accept/Reject message to LSC</p> <p>If CLEC grants permission to proceed LSC sends positive confirmation to Network Operations to proceed with modifications</p> <ul style="list-style-type: none"> • Network Operations implements Facilities Modification Plan • CLEC UNE order is completed on the due date based on interval established in Facilities Modification Required Message <p>If CLEC rejects offer to modify existing facilities, LSC cancels CLEC UNE order</p> | <p><u>CLEC has 10 business days to respond after receiving the quote for charges</u></p> |

Modification Classifications

Facilities Modification Classifications are the physical modifications that will be completed to provision a UNE order in a no facilities available situation.

The following chart describes the Complex Modifications that may occur and contains the descriptions that will be used to communicate the work that is being physically completed to provision a UNE order. It is anticipated that there will be situations that will require multiple classifications of modification to be completed to provision an order. New classifications will be added as additional complex situations are identified.

Complex Modification

| Classifications | Voice Grade | xDSL | ISDN | Data Sub-Rate (64Kbs & below) | DS-1 |
|--|--------------------|-------------|-------------|--|-------------|
| Remove Bridge Tap, Loads, Low Pass Filters | | X | X | X | X |
| Add/ Remove Repeaters | | X | X | X | X |
| Place Cable | X | X | X | X | X |
| Cable Rearrangement | X | X | X | X | X |
| Remove Multiples / (Half-Taps) | | X | X | X | X |
| Activating Pairs at Existing Terminal | X | X | X | X | X |
| Placing Terminal | X | X | X | X | X |
| Placing Apparatus Case | | X | X | X | X |
| Placement of Pair Gain Devices | X | X | X | X | X |
| Expanding Existing Electronics | X | X | X | X | |
| Modification of | X | X | X | X | X |

| | | | | | |
|-------------------------------------|--|--|--|--|--|
| Underground or Buried Facilities | | | | | |
|-------------------------------------|--|--|--|--|--|

Ameritech FMOD Process

| STEP | DESCRIPTION |
|-------|---|
| 1.0 | CLEC submits LSR – BAU |
| 1.1 | Ameritech issues internal service order |
| 1.2 | Ameritech provides FOC – BAU |
| 1.3 | Ameritech service order (SO) flows thru to the Ameritech facility provisioning systems |
| 1.4 | Can the Ameritech facility provisioning systems electronically assign and design the CLEC requested service order |
| 1.5 | Can CPC/LAC obtain spare facilities? |
| 1.6 | NO – There are not facilities readily available. Can the Ameritech Facility Resolution Center (AFRC) issue a simple modification e.g. Line & Station Transfer (LST), to provide facilities? |
| | NO – Proceed to B |
| | YES – Go to 3.4 |
| 1.7 | LSC sends ⁸ “Facility Modification Delay Notification” -Form A to CLEC within 48 business hours of FOC. |
| 1.8 | The LSC sends the “Facility Modification Delay Notification” – Form A- to the CLEC within 48 business hours ⁹ of FOC issuance. |
| 1.4.1 | Do the available facilities qualify for the requested service? |
| 1.4.2 | YES- If the request is for a particular service which requires specific facilities and the type of facilities required are available, the service order flows through and FOC data should be valid |
| | NO – Proceed to A |
| 2.0 | A- Does the existing loop facilities meet the technical requirements for the requested service with conditioning? |
| 2.1 | YES – Engineering will provide conditioning requirements to the LSC via email. |
| 2.2 | The LSC will enter the conditioning info and the revised Due Date on the “Complex Facility Modification Notification” Form B and send ¹ this info to the CLEC within 72 business hours of receipt of Form A. |
| 2.3 | Does the CLEC respond to the Conditioning Notification within 10 business days? |
| 2.4 | NO – LSC will cancel the service order – the process ends |
| 2.5 | YES – Does the CLEC accept the terms for conditioning? |
| 2.6 | YES - Ameritech will supplement the service order with the new due date upon completion of the conditioning work. |
| | NO - go to 2.4 |
| 2.7 | NO – Engineering will notify the LSC of non-compliance |
| 2.8 | LSC will enter info on the “Non-Compliance Notification” – Form C, cancel the service order and send ¹ the info to the CLEC within 72 business hours of receipt of Form A. |

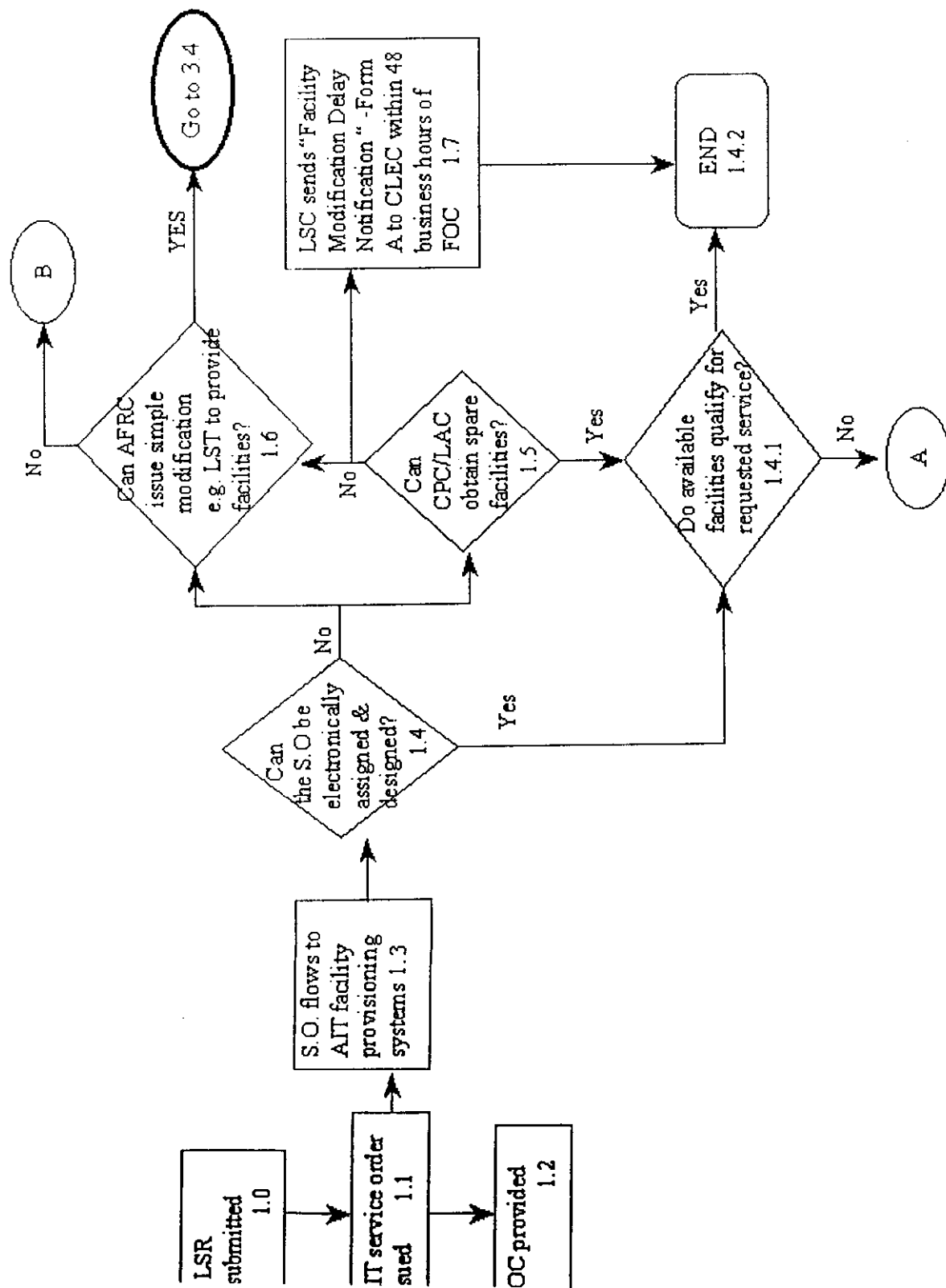
⁸ Ameritech currently sends these notification via FAX. Effective 11/15/00 Ameritech will have the capability to provide these notification via email. EDI capability is yet to be determined (TBD).

⁹ Business Hours are defined as normal business days excluding weekend and holidays

| | |
|------|--|
| 3.0 | B –Ameritech Engineering assesses whether facilities can be made via modification |
| 3.1 | Can a simple modification be implemented to provide requested facilities? |
| 3.2 | YES – Ameritech engineering will notify AFRC to issue simple modification e.g. LST for facilities |
| 3.3 | LSC will be notified of simple modification |
| 3.4 | LSC notifies ¹ the CLEC that original negotiated Due Date is OK via “Facility Update Notification” – Form D either by COB DD-1 or within business 72 hours of Form A receipt |
| 3.5 | NO – If simple modification cannot be used the engineer next determines whether the current facilities are IDLC/RSU? |
| 3.6 | YES – Engineer then evaluates whether a complex modification can be implemented to provide facilities |
| | NO – Proceed to C |
| 3.7 | NO – Is request for Non-Typical Residential service? |
| 3.8 | Yes – Request will be forwarded to the Customer Growth Group (CGG) |
| 3.9 | CGG will contact the CLEC, within 72 business hours of the FOC, regarding the Non-Typical Residential request, instead of the LSC and will provide form AM4408 that will describe the additional work required and the associated charges. |
| 3.10 | Since a simple modification could not be used, the engineer determines the type of complex modification work that is required. The engineer notifies the LSC of required work. |
| 3.11 | LSC inputs data provided on the “Complex Facility Modification Notification” – Form B and provides ¹ to the CLEC within 72 business hours of receipt of Form A. |
| 3.12 | Does the “Complex Facility Notification” Form B require a response from the CLEC to proceed? |
| | YES - Go to step 2.3 |
| | NO – FMOD process ends |
| 4.0 | Engineer sends IDLC/RSU info to the LSC |
| 4.1 | LSC sends “IDLC and RSU Notification” – Form C to the CLEC within 72 business hours of Form A receipt |
| 4.2 | Has the CLEC responded the IDLC/RSU notification within 10 days of receipt providing authorization to proceed with quote? |
| 4.3 | NO- LSC cancels service order |
| 4.4 | Does CLEC authorize quote development? |
| 4.5 | YES – LSC places the service order in a “HOLD” state |
| | NO – 4.3 |
| 4.6 | LSC forwards quote authorization |
| 4.7 | CLEC will be provided with a cost quote and a proposed service order due date within 30 days of authorization receipt. |
| 4.8 | Does the CLEC accept the quote within 10 business days of receipt? |
| 4.9 | YES - Service order due date will be changed in the Ameritech systems and the service will be provisioned |

¹ Ameritech currently sends these notification via FAX. Effective 11/15/00 Ameritech will have the capability to provide these notification via email. EDI capability is yet to be determined (TBD).

Ameritech FMOD Process



| | |
|--|---------------|
| | NO- go to 4.3 |
| | END |

**FMOD
FORM A**



Facility Modification Delay Notification

Date Sent:

Customer Name:

Fax Number:

Purchase Order Numbers: Service Order Numbers: Original Service Order Due

This notification is alerting you of a potential delay occurring for the above order(s). The order(s) may require work beyond Simple Modifications. More specific details will be provided within 72 business hours¹⁰.

Relief: _____

For Questions Call: 1- 888 729-1458



**FMOD FORM
B**

Complex Facility Modification Notification

Date Sent:

SBC/Ameritech is sending this form as formal notification that the existing facilities do not meet the technical specifications to provision the requested loop(s) or require other complex modifications.

REASON:

? Conditioning of Loop Required

? Complex Modification Required

Customer Name:

Fax Number:

Originator:

Purchase Order Number:

End user:

Service Order Number:

¹⁰ Business hours are defined as continuous hours starting Monday 8:00am CST and ending Friday 5:00pm CST, excluding holidays.

**FMOD
FORM A**



Facility Modification Delay Notification

Date Sent:

Customer Name:

Fax Number:

Purchase Order Numbers: Service Order Numbers: Original Service Order Due

This notification is alerting you of a potential delay occurring for the above order(s). The order(s) may require work beyond Simple Modifications. More specific details will be provided within 72 business hours¹⁰.

Relief: _____

For Questions Call: 1- 888 729-1458

**FMOD FORM
B**



Complex Facility Modification Notification

Date Sent:

SBC/Ameritech is sending this form as formal notification that the existing facilities do not meet the technical specifications to provision the requested loop(s) or require other complex modifications.

REASON: ? Conditioning of Loop Required ? Complex Modification Required

Customer Name:

Fax Number:

Originator:

Purchase Order Number:

End user

Service Order Number:

¹⁰ Business hours are defined as continuous hours starting Monday 8:00am CST and ending Friday 5:00pm CST, excluding holidays.

Original Service Order Due Date:

Loop Type (if applicable):

Loop Length (if applicable):

? Complex Modification No Charges Charges \$ _____

? Conditioning – See Interconnection Agreement or applicable tariff

Conditioning or other Complex Modifications Required:

Required for Conditioning or Complex Modification with charges:

The new due date will be _____ days from receipt of acceptance*. If you would like SBC/Ameritech to proceed with this order, please sign the acceptance line below and send the completed form back to the Local Customer Service Center.

Accepted by _____

Date: _____

Declined by: _____

If the Local Customer Service Center does not receive your response in ten business days, your order will be cancelled.

If no charges apply the new Due Date will be: _____

Relief: _____

* Documents received after 3 pm, CST, will be considered the next business day.

For Questions Call: 1- 888 729-1458



**FMOD
FORM C**

**Integrated Digital Loop Carrier (IDLC) and Remote
Switching Unit (RSU) Notification**

Date Sent:

SBC/Ameritech is sending this form as formal notification that there are no spare physical loops to provision the requested service order. All other alternatives to provision this order have been exhausted.

Customer Name:

Fax Number:

Originator:

Purchase Order Number:

End user:

Service Order Number:

Original Service Order Due Date:

In order to proceed with this request, construction work is required to provide the necessary facilities. This construction work can be completed at additional cost¹¹. SBC/Ameritech will provide a quote of what the additional charges will be within 30 days of receipt of this authorization.

If you would like SBC/Ameritech to proceed with this process, please sign the acceptance line below.

* Authorized by _____

Date: _____

¹¹ Subject to State Regulatory Requirements

Declined by _____ Date: _____

If the Local Customer Service Center does not receive your response within 10 business days of sending of this notification, your order will be cancelled.

* Authorization does not constitute acceptance of construction charges. _____ :

Relief: _____

For Questions Call: 1- 888 729-1458

**FMOD
FORM D**



Facility Update Notification

Date Sent: _____

SBC/Ameritech is sending this form to provide additional information on the order listed below.

Customer Name: _____

Fax Number: _____

Originator: _____

Purchase Order Number: _____

End user: _____

Service Order Number: _____

Original Service Order Due Date: _____

New Due Date (if applicable): _____

After further review, it has been determined that facilities are available. Your original due date will be met.

After further review, it has been determined that facilities have become available. Your new due date is _____

Relief: _____

For Questions Call: 1- 888 729-1458



Date Sent:

SBC Ameritech is sending this form as formal notification that new construction is required because there are NO EXISTING FACILITIES.

REASON:

Customer Name:

Fax Number:

Originator:

Purchase Order Number:

End user:

Service Order Number:

Original Service Order Due Date:

Loop Type (if applicable):

Loop Length (if applicable):

Charges (if applicable):

This order will be cancelled.

SBC/Ameritech is offering to work with you to determine how to provision your order.

Or

There is an existing project planned to build facilities in this area. Expected due date for completion of this work is _____.

Relief: _____

For Questions Call: 1- 888 729-1458

An Ameritech Company

**Estimate of Cost and Authority to Work
Special Construction Charge and Invoice**

AM4408A

(11-95)

Customer Request Number:

Undertaking Number :

Date :

Customer ID :

-----Billing Information-----

Billing Party's Name:

Phone:

Billing Address:

Contact Name:

Phone:

Work Description &

Engineering remarks:

| Expenses | Amount |
|--------------------|--------|
| Engineering Labor | \$ |
| Material Cost | \$ |
| Construction Labor | \$ |
| Contractor Cost | \$ |
| Misc. Tax | \$ |

OSPE Representative: _____

Title: Developer Contact Manager

Phone #: _____

Ameritech of (state)

An Ameritech Company
(09/00)

Estimate of Cost and Authority for Work Special Construction Charge and Invoice

AM 4408A

Customer Request Number:

Undertaking Number:

Date:

Customer ID:

Work Authorization:

I acknowledge that the work described under this agreement is to be completed for my benefit and at my request. I understand that according to the tariffs of Ameritech of (state¹²) on file with the (state) Commerce Commission, that it is my responsibility to pay those costs incurred by Ameritech of (state) to complete the work requested.

I understand that if changes are required at my request, I will be responsible for any additional costs incurred by Ameritech of (state) after the initial cost estimate(s) have been prepared.

I understand that I must prepay the estimated charges as stated on page (1) of this contract prior to the commencement of any work by Ameritech of (state). I also understand that if actual charges exceed the estimated costs I will not receive any additional billing unless I have pre-authorized billing due to a change requested by me or my representative(s). Prepayment should be in the form of a certified check or money order, payable to Ameritech.

Signature

Date

(Print)

For Business Customers Only

Corporations:

Agreement must be signed by an officer of the Corporation or Company and attested; or, be accompanied by a certified resolution of the Board of Directors authorizing execution by an official of the Corporation or Company.

Partnership:

Agreement must be signed by all partners.

Municipalities or Governmental Agencies:

Agreement must be accompanied by a certified resolution authorizing the official signing the agreement to execute on behalf of the Governmental Entity. The Resolution should not be certified by the same official signing the executed agreement.

Name of Corporation/Partnership/Governmental Entity: _____

Signature

Date

(Print)

Time

IF THIS AGREEMENT IS NOT SIGNED AND ACCEPTED WITHIN THIRTY (30) DAYS OF THE DATE ON THIS CONTRACT,

THE ESTIMATED COSTS ASSOCIATED WITH THIS CONTRACT ARE NULLIFIED AND INVALID.

¹² Illinois, Indiana, Michigan, Ohio or Wisconsin